



MEMORANDUM

Date: January 6, 2004

To: Language Survey Coordinators

From: State Personnel Board - Bilingual Services Program

Subject: 2003-2004 Language Survey - Memorandum No. 1 – Training - "Developing a Complaint Process"

This is a friendly reminder that there will be a State Personnel Board (SPB), Bilingual Services Program, training entitled "Developing a Complaint Process," on Thursday, January 8, 2004, from 9:00 a.m.-11:00 a.m. here at SPB, located at 801 Capitol Mall, in Room 312. It will assist you with a better understanding of the Complaint Process as well as provide you additional resources related to the Act.

All Language Survey and Bilingual Services Coordinators are encouraged to attend. There is no registration form required nor is there a fee for these classes. Please feel free to contact us if you have any questions at (916) 651-9017

Hope to see you all there!!!!